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STATE OF ARKANSAS

PUBLIC SERVICE COMMISSION

UNION STATION

LITTLE ROCK ARKANSAS

FORTY-EIGHTH ANNUAL REPORT

YEAR ENDING DECEMBER 31,1982

ARKANSAS
PUBLIC SERVICE COMMISSION
Markham & Victory Streets
P.O. Box C-400
LITTLE ROCK 72203

Jerrell L. Clark
Director

N.M. Norton, Jr.
Chairman
Sandra W. Cherry
Commissioner
Walter Skelton
Commissioner

January 28, 1983

Honorable Bill Clinton
Governor of the State of Arkansas
State Capitol
Little Rock, Arkansas 72201

Dear Governor Clinton:

In compliance with Section 14 of Act 324 of the Acts of Arkansas for the year 1935, the Utilities Division of the Public Service Commission submits to you the Forty-Eighth Annual Report.

Respectfully,

N. M. Norton, Jr., Chairman

Sandra W. Cherry, Commissioner

Walter Skelton, Commissioner

ARKANSAS PUBLIC SERVICE COMMISSION
FORTY-EIGHTH ANNUAL REPORT

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PUBLIC SERVICE COMMISSION
ANNUAL REPORT, 1982

INTRODUCTION

The Public Service Commission consists of three commissioners appointed by the Governor, and 150 authorized staff positions. The staff is divided into three functional divisions -- Utilities, Tax and Assessment Coordination. The Tax and Assessment Coordination Divisions submit separate annual reports; therefore, their activities will not be included in this document.

ACTIVITIES

The Utilities Division staff comprising of 101 authorized staff positions is divided into four units -- Quality of Service, Legal, Revenue Requirements and Research and Management. The organizational chart on page 4 depicts the reporting lines for each.

During 1982, the Commission carried out its statutory obligation to review and regulate the rates and practices of utility companies. There were 78 utility companies under the Commission's jurisdiction consisting of four privately-owned electric companies, three municipally-owned electric companies (to the extent of customers located outside a municipality's corporate limits), nineteen electric cooperatives, seven privately-owned gas companies, six municipally-owned gas companies (to the extent of customers located outside a municipality's corporate limits), ten water companies, 33 telephone companies and three sewer companies. The specific regulatory activities conducted by the Commission are detailed on pages 11 through 14 of this report.

Also during 1982, two sections were incorporated into the Quality of Service Division. This enabled the Division to provide several services not previously performed. These additional services came from Consumer Services, formerly known as the Complaints Section and the Cartography Section.

The Consumer Services Section, responsible to the Director, Quality of Service, has the responsibility of investigating and resolving consumer complaints and inquiries related to service and rates of utilities under the regulatory jurisdiction of the Commission.

The Cartography Section maintains the Commission's maps which illustrate allocated service areas and boundaries of each particular utility.

The Telecommunications Section continued with a program of periodic compliance inspections of telephone companies to ensure compliance with Commission Rules pertaining to telephone service. This program enables the Commission to detect potential quality of service problems within a telephone company before they develop into major service problems requiring extensive capital expenditures which would be costly to ratepayers.

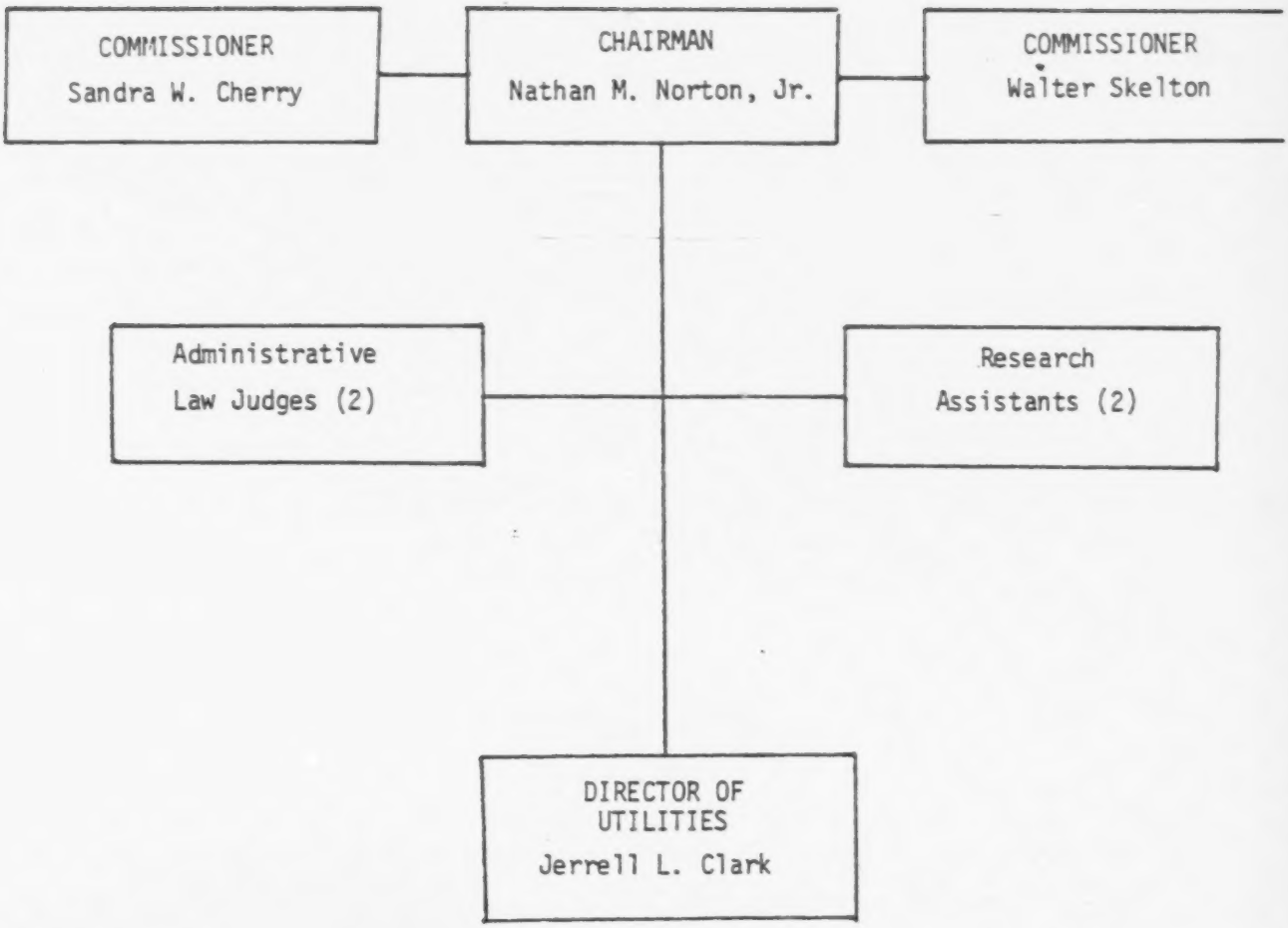
The Gas and Pipeline Safety Section continued a program to evaluate compliance with Commission Quality of Service Rules in conjunction with rate increase applications by gas utilities. Compliance with Commission Rules pertaining to gas service is evaluated, written testimony prepared by the staff and submitted to the Commission for consideration in ratemaking decisions.

The Pipeline Safety program was expanded during the year to include stepped-up monitoring of all Master Metered Systems. Emphasis was placed on Commission safety standards to ensure that these systems are being brought into compliance.

Continuation of all Division programs allows the Commission to be more effective in monitoring the quality of service provided to the ratepayers of Arkansas.

ORGANIZATIONAL CHART

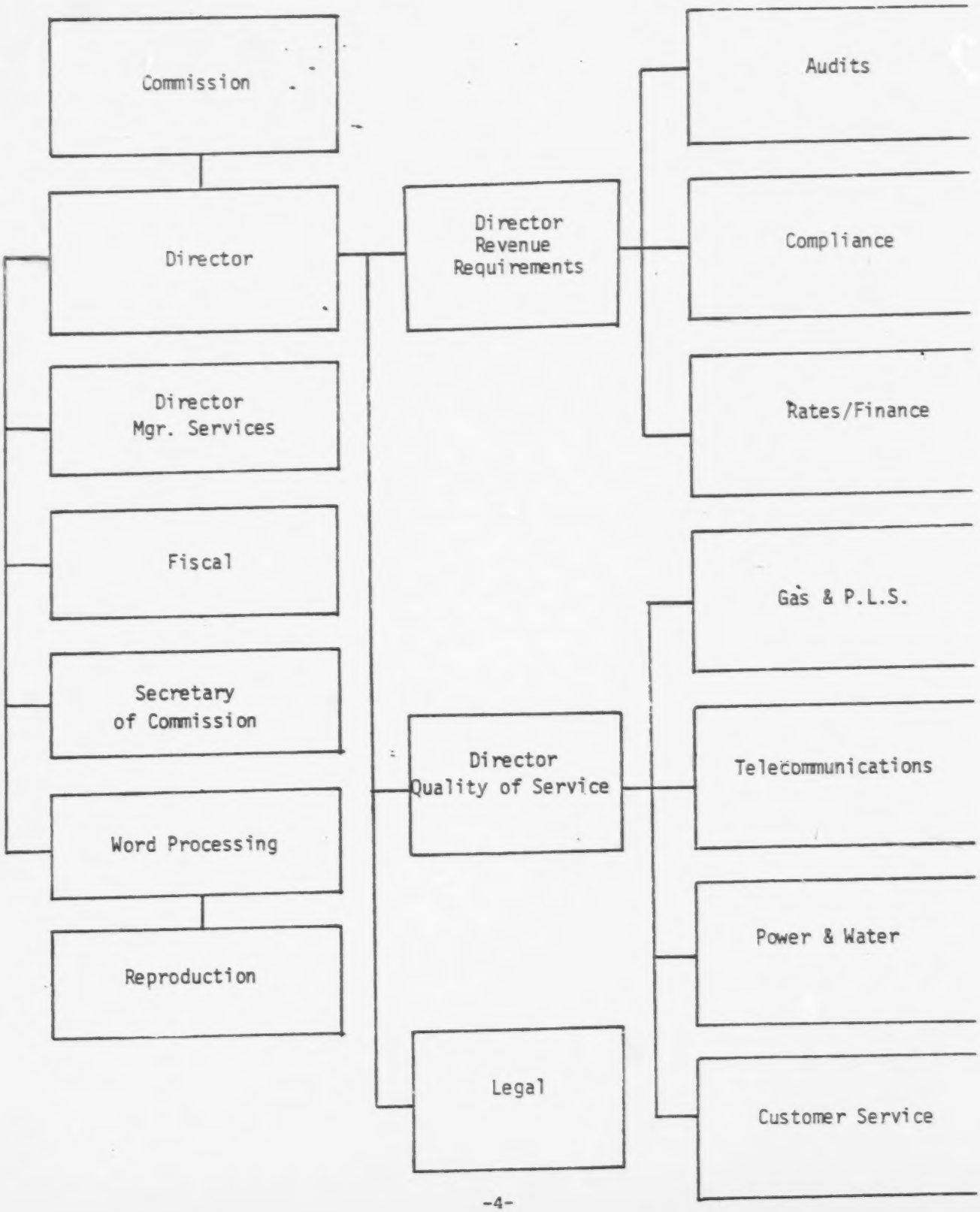
PUBLIC SERVICE COMMISSION



ARKANSAS PUBLIC SERVICE COMMISSION

UTILITIES DIVISION

Staff Organization Chart



SUMMARY OF COMPLAINTS

The number of consumer complaints/inquiries rose from 7,536 in 1980 to 16,205 in 1981, an increase of 115%. The number of verbal complaints/inquiries increased from 6,486 in 1980 to 14,644 in 1981, an increase of 126%. Billing complaints increased due to several major rate applications approved during the year.

Consumer complaints/inquiries decreased from 16,205 in 1981 to 15,010 in 1982, a decrease of 7.9%. The total number of verbal complaints/inquiries decreased from 14,644 to 14,277 in 1982, a decrease of 2.5%. The increase in other verbal inquiries reflects increased consumer interest in Commission activities in on-going rate proceedings.

The following is a summary of complaints and/or inquiries processed during the calendar years of 1981 and 1982.

1981 SUMMARY OF COMPLAINTS/INQUIRIES

WRITTEN

	Telephone	Electric	Gas	Water/Sewer	Other
Billing	128	157	56	3	-
Service	164	19	13	4	-
Misc.	562	312	50	21	72
	854	488	119	28	72

Total 1561

Note: Each written complaint requires a minimum of three (3) letters by staff.

VERBAL

	Telephone	Electric	Gas	Water/Sewer	Other
Billing	5691	3280	894	15	-
Service	741	179	127	12	-
Inquiries	-	-	-	-	3705
	6432	3459	1021	27	3705

Total 14,644

1981 Total 16,205

1982 SUMMARY OF COMPLAINTS/INQUIRIES

WRITTEN

	Telephone	Electric	Gas	Water/Sewer	Other
Billing	133	122	56	7	-
Service	141	28	8	3	-
Misc.	52	88	37	6	52
	326	238	101	16	52

Total 733

Note: Each written complaint requires a minimum of three (3) letters by staff.

VERBAL

	Telephone	Electric	Gas	Water/Sewer	Other
Billing	1431	1779	805	69	-
Service	368	107	43	14	-
Inquiries	-	-	-	-	9661
	1799	1886	848	83	9661

Total 14,277

1982 Total 15,010

ARKANSAS PUBLIC SERVICE COMMISSION

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January 1, 1982 - December 31, 1982

Receipts

Utility Assessments	$ 4,715,509.00	
Pipeline Safety Assessments	132,511.00	
Annual Filing Fees	470.00	
Other Filing Fees	4,627.80	
Miscellaneous Fees	2,031.80	
Security Approvals	56,866.90	
Federal Reimbursement	79,986.12	
Interest Income	265.15	
Refunds to Expenditure - Prior Year	29.29	
Refunds to Expenditure - New Year	12.50	
M & R Sales	141.75	
Total Receipts		$ 4,992,451
Less 1.5% Treasury Fee	(73,680.25)	
Net Deposit		$ 4,918,771

Disbursements

Regular Salaries	$ 1,794,197.03
Extra Help	10,083.81
Group Insurance	32,185.50
Retirement	214,360.59
Federal Insurance Contribution	119,555.38
Postage	5,367.82
Telephone & Telegraph	9,660.44
Freight	2,597.35
Printing by Private Vendors	377.54
Printing by Dept. of Corrections	646.13
Printing by D.F.& A. Quick Copy	117.13
Advertising & Clipping Service	588.89

Building Maintenance	808.52
Furniture & Equipment Maintenance	17,944.84
Vehicle Maintenance	3,093.58
Water, Sewage	603.16
Rent of Office Space	142,872.67
Rent of Copiers	23,844.49
Rent of Postage Meter	897.55
Rent of Transportation Equipment	187.13
Meals & Lodging - Official Business	25,742.29
Meals & Lodging - Educational	978.03
Meals & Lodging - Official Business	9,365.55
Meals & Lodging - Educational	11,752.93
Meals & Lodging - Conference	2,431.13
Private Car Mileage - Official Business	3,748.86
Private Car Mileage - Educational	17.25
Private Car Mileage - Educational	1,843.72
Common Carrier - Official Business	6,628.10
Common Carrier - Educational	13,256.24
Common Carrier - Conference	6,750.60
Intrastate Travel - Non-State Employee	6.00
Interstate Travel - Non-State Employee	126.90
Other Travel Expense	757.72
Professional Services	216,813.86
Reimbursable Expenses	14,328.05
State Income Tax Withholding	11,476.80
Other Legal Fees	449.10
Surety and Performance Bonds	228.55
Vehicle Insurance	1,065.00
Building & Contents Insurance	758.00
Data Processing Service Center Charges	16,435.59
Centrex Service Charges	53,389.30
Intrastate Association Dues & Conference Fees	17,704.68
Interstate Association Dues & Conference Fees	23,007.60
Vehicle License & Title Fee	197.60
Tires and Tubes	602.11
Credit Card Purchases	11,566.35
Office Supplies	22,008.21
Non-Expendable Office Supplies	1,400.11
Educational Textbooks	593.25
Subscriptions & Publications	9,236.40
Books	3,714.50
Clothing	144.46
Photo Supplies	194.56
Janitorial Supplies	31.68
Contract Labor Service	230.75
Other Professional Services	55.00

Sales & Use Tax	3.44	
Other Administration Fees	176.25	
M & R Service Fees	5.00	
Total Operating Expenses		$ 2,869,211.0
Capital Expenditures		
Office Machines	4,322.29	
Office Furniture	12,628.75	
Library Holdings	2,848.11	
Audio-Visual Equipment	5,862.51	
Engineering Equipment	34,234.76	
Data Processing Equipment	9,788.87	
Total Capital Expenditures		$ 69,685.2
Total Disbursements		2,938,896.3
Deposits Over Disbursements		$ 1,979,874.7

ARKANSAS PUBLIC SERVICE COMMISSION
FORTY-EIGHTH ANNUAL REPORT

Summary of Major Rate Changes in the Year 1982

ARKANSAS POWER AND LIGHT COMPANY - Docket No. 81-144-U

The Commission granted a rates deficiency of $26,217,000.

Arkansas Public Service Commission
Order dated March 1, 1982.

Rehearing held; the net result of issue was that the company was authorized to file rates and tariffs designed to recover an annual retail revenue of $2,857,000 in addition to revenues of $26,217,000 of March 1, 1982.

Arkansas Public Service Commission
Order dated September 8, 1982.

Arkansas Valley Electric Cooperative - Docket No. 81-205-U

The Commission authorized tariffs to produce an additional $1,588,054 annually.

Arkansas Public Service Commission
Order dated March 16, 1982.

Quapaw Water - Docket No. 81-220-U

The Commission granted a revenue deficiency in the amount of $140,000.

Arkansas Public Service Commission
Order dated April 21, 1982.

Louisiana-Nevada Transit Company - Docket No. 81-233-U

The Commission granted a revenue deficiency of $155,902.

Arkansas Public Service Commission
Order dated January 8, 1982.

Ozark Waterworks, Inc. - Docket No. 81-241-U

The Commission authorized utility to recover a revenue requirement of $45,993.

Arkansas Public Service Commission
Order dated April 6, 1982.

Arkansas Electric Cooperative Corporation - Docket No. 81-260-U

Utility authorized by Commission to submit rate schedules designed to produce additional annual revenues of $21,116,004.

Arkansas Public Service Commission
Order dated October 6, 1982.

J. W. Swanson, Inc. - Docket No. 81-273-U

The Commission approved additional annual revenues in the amount of $1,887.93.

Arkansas Public Service Commission
Order dated March 22, 1982.

Russellville Water - Docket No. 81-282-U

Utility authorized by Commission to file tariffs designed to produce additional annual revenues in the amount of $161,515.

Arkansas Public Service Commission
Order dated April 22, 1982.

Associated Natural Gas - Docket No. 81-349-U

Utility authorized by Commission to file tariffs designed to recover an additional $372,331 annually.

Arkansas Public Service Commission
Order dated September 16, 1982.

Southwest Arkansas Electric Cooperative - Docket No. 81-377-U

The Commission authorized the company to file tariffs designed to produce annual revenues of $17,375,768.

Arkansas Public Service Commission
Order dated October 18, 1982.

Pulaski Sewer Corporation - Docket No. 81-388-U

The Commission granted an overall revenue deficiency of $27,734.

Arkansas Public Service Commission
Order dated March 31, 1982.

General Waterworks Corporation - Docket No. 82-001-U

Utility authorized by the Commission to file tariffs designed to produce additional annual revenues of $282,682.

Arkansas Public Service Commission
Order dated June 14, 1982.

Arkansas Louisiana Gas Company - Docket No. 82-003-U

A fair field price of $3.063 per mcf as of March 1982 is approved for Arkansas Louisiana Gas Company's company produced gas. The fair field price or reasonable market price shall increase each month by the amount of monthly increases in the price of Section 102 gas as calculated and published by the Federal Energy Regulatory Commission; the Company shall implement the increase from the presently approved rate of $1.85 per mcf at the rate of 10¢ per month in addition to the adding on of the monthly Section 102 price increases.

Arkansas Public Service Commission
Order dated September 30, 1982.

Southwestern Bell Telephone Company - Docket No. 82-037-U

Utility authorized to file rates and tariffs designed to collect additional revenues in the amount of $18,709,000.

Arkansas Public Service Commission
Order dated November 29, 1982

General Telephone Company of the Southwest - Docket No. 82-014-U

The Commission approved tariffs designed to produce an additional $46,750,764.

Arkansas Public Service Commission
Order dated August 18, 1982.

North Arkansas Electric Coop - Docket No. 82-069-U

Utility authorized by Commission to design rates to recover a total of $15,852,009 annually.

Arkansas Public Service Commission
Order dated November 30, 1982.

Carroll Electric Coop - Docket No. 82-070-U

The Commission authorized that the Cooperative be permitted to adjust its rates to produce an annual increase of $1,536,300.

Arkansas Public Service Commission
Order dated December 20, 1982.

64-71 Highway Water Company - Docket No. 82-080-U

Utility authorized by the Commission to design rates which will recover a rates deficiency of $12,154 and a total annual requirement of $81,182.

Arkansas Public Service Commission
Order dated October 8, 1982.

First Electric Cooperative Corporation - Docket No. 82-106-U

Commission authorized utility to submit further information and work with staff to design rates to recover an additional $1,169,449.

Arkansas Public Service Commission
Order dated October 21, 1982.

C & L Electric - Docket No. 82-185-U

Utility authorized by Commission to file rate schedules sufficient to collect a $511,036 rates deficiency.

Arkansas Public Service Commission
Order dated July 16, 1982.

ORDERS ISSUED BY PSC FROM JANUARY, 1982, THROUGH DECEMBER, 1982

Type of Order	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Electric	33	29	49	54	45	28	27	26	30	25	30	25
Gas	14	12	13	8	23	14	6	2	7	8	11	13
Telephone	25	29	19	29	29	24	24	36	47	26	27	48
Water	5	6	5	8	4	7	2	8	7	3	4	4
Sewer	1		1	1				2			1	1
Other	5				5	1		1			2	
Totals	83	76	87	100	106	74	59	75	91	62	75	91

Total Orders issued for this period was 979

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ELECTRIC COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1981

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV./INVEST.
ARK. ELECTRIC COOP.	$ 555,681,295	$ 119,502,183	21.51%
ARK. POWER & LIGHT CO.	2,702,650,042	942,870,364	34.89
ARK. VALLEY ELEC. COOP.	37,601,724	16,292,782	43.33
ASHLEY-CHICOT ELEC. COOP.	5,338,020	2,678,740	50.18
C & L ELEC. COOP.	20,555,573	9,041,096	43.98
CARROLL ELEC. COOP.	44,836,580	16,958,198	37.82
CLAY COUNTY ELEC. COOP.	12,218,880	5,973,597	48.89
CRAIGHEAD ELEC. COOP.	29,054,303	14,661,297	50.46
EMPIRE DIST. ELEC. CO.	4,780,046	2,011,252	42.08
FARMERS ELEC. COOP.	6,873,018	3,943,701	57.38
FIRST ELEC. COOP.	50,505,758	30,894,518	61.17
MISS. COUNTY ELEC. COOP.	3,899,813	1,979,828	50.77
NORTH ARK. ELEC. COOP.	34,717,565	14,266,065	41.09
OKLA. GAS & ELEC. CO.	78,061,092	59,576,456	76.32
OUACHITA ELEC. COOP.	13,188,034	5,942,460	45.06
OZARKS ELEC. COOP.	39,801,675	13,993,106	35.16
PETIT JEAN ELEC. COOP.	19,666,307	7,291,870	37.08
RICELAND ELEC. COOP.	7,477,325	2,776,103	37.13
RICH MTN. ELEC. COOP.	8,356,650	2,740,209	32.79
SO. CENTRAL ARK. ELEC. COOP.	9,568,189	4,952,921	51.76
S. W. ARK. ELEC. COOP.	34,871,493	15,157,338	43.47
SOUTHWESTERN ELEC. POWER	185,148,000	85,040,395	45.93
WOODRUFF ELEC. COOP.	30,424,003	13,542,943	44.51
TOTALS	$3,935,275,385	$1,392,087,422	35.37%

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ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1981

COMPANY		CUSTOMERS	KWH SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. KWH PER CUSTOMER
ARK. ELECTRIC COOP. CORP.*	RES.			$	$	
	COMM.					
	INDUST.					
	OTHER	n/a*	3,454,764,000	119,502,183	n/a*	n/a*
	TOTAL	n/a*	3,454,764,000	$ 119,502,183	$ n/a*	n/a*
ARK. POWER & LIGHT CO.	RES.	434,964	4,247,695,000	$ 248,609,310	$ 572	9,766
	COMM.	53,675	2,730,251,000	143,765,158	2,678	50,866
	INDUST.	14,814	6,909,797,000	233,391,446	15,755	466,437
	OTHER	2,009	8,617,068,000	317,104,450	157,842	4,289,232
	TOTAL	505,462	22,504,811,000	$ 942,870,364	$ 1,865	44,523
ARK. VALLEY ELEC. COOP.	RES.	22,683	216,325,029	$ 12,296,608	$ 542	9,537
	COMM.	988	14,191,070	859,613	870	14,363
	INDUST.	105	61,222,132	2,805,294	26,717	583,068
	OTHER	382	3,173,110	331,267	867	8,307
	TOTAL	24,158	294,911,341	$ 16,292,782	$ 674	12,208
ASHLEY-CHICOT ELEC. COOP.	RES.	2,972	29,386,337	$ 1,783,731	$ 600	9,888
	IRRIGA.	154	6,333,918	469,547	3,049	41,129
	COMM.	529	3,432,349	247,236	467	6,488
	INDUST.	10	2,445,872	144,871	14,487	244,587
	OTHER	21	416,132	33,355	1,588	19,816
	TOTAL	3,686	42,014,608	$ 2,678,740	$ 727	11,398

*This is a generation and transmission Cooperative (wholesale only).

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ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	CUSTOMERS		KWH SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. KWH PER CUSTOMER
C & L ELEC. COOP.	RES.	12,792	113,823,699	$ 6,288,849	$ 492	8,898
	IRRIGA.	421	9,471,806	871,435	2,070	22,498
	COMM.	849	17,348,462	982,404	1,157	20,434
	INDUST.	19	7,884,598	500,365	26,335	414,979
	OTHER	329	4,045,880	398,043	1,210	12,298
	TOTAL	14,410	152,574,445	$ 9,041,096	$ 627	10,588
CARROLL ELEC. COOP.	RES.	24,770	237,814,848	$ 13,153,343	$ 531	9,601
	COMM.	1,089	19,891,512	1,082,225	994	18,266
	INDUST.	121	54,537,041	2,403,288	19,862	450,719
	OTHER	30	1,666,844	319,342	10,645	55,561
	TOTAL	26,010	313,910,245	$ 16,958,198	$ 652	12,069
CLAY COUNTY ELEC. COOP.	RES.	8,153	60,222,645	$ 3,459,096	$ 424	7,387
	IRRIGA.	702	6,619,595	526,414	750	9,430
	COMM.	652	9,902,088	607,452	932	15,187
	INDUST.	71	26,512,793	1,236,512	17,416	373,420
	OTHER	171	1,939,422	144,123	843	11,342
	TOTAL	9,749	105,196,543	$ 5,973,597	$ 613	10,790
CRAIGHEAD ELEC. COOP.	RES.	18,480	196,122,859	$ 10,357,458	$ 560	10,613
	IRRIGA.	1,101	18,962,283	1,408,452	1,279	17,223
	COMM.	2,151	24,934,716	1,696,015	788	11,592
	INDUST.	134	17,861,145	1,095,654	8,177	133,292
	OTHER	18	262,415	103,718	5,762	14,579
	TOTAL	21,884	258,143,418	$ 14,661,297	$ 670	11,796

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ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	CUSTOMERS		KWH SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. KWH PER CUSTOMER
EMPIRE DISTRICT ELEC. CO.	RES.	2,081	15,117,686	$ 688,434	$ 331	7,265
	COMM.	438	15,202,695	697,837	1,593	34,709
	INDUST.	4	15,321,709	526,103	131,526	3,830,427
	OTHER	54	3,077,110	98,878	1,831	56,984
	TOTAL	2,577	48,719,200	$ 2,011,252	$ 780	18,905
FARMERS ELEC. COOP.	RES.	3,979	40,749,555	$ 2,349,869	$ 591	10,241
	IRRIGA.	710	16,268,499	1,070,036	1,507	22,913
	COMM.	232	6,006,452	321,840	1,387	25,890
	INDUST.	74	1,939,449	168,846	2,282	26,209
	OTHER	8	284,560	33,110	4,139	35,570
	TOTAL	5,003	65,248,515	$ 3,943,701	$ 788	13,042
FIRST ELEC. COOP.	RES.	33,838	356,713,270	$ 20,107,971	$ 594	10,542
	IRRIGA.	716	21,258,834	1,336,191	1,866	29,691
	COMM.	1,116	18,595,010	981,679	880	16,662
	INDUST.	118	239,714,186	7,830,164	66,357	2,031,476
	OTHER	236	9,924,346	638,513	2,706	42,052
	TOTAL	36,024	646,205,646	$ 30,894,518	$ 858	17,938
MISS. COUNTY ELEC. COOP.	RES.	3,031	27,803,405	$ 1,718,589	$ 567	9,173
	COMM.	158	1,870,081	112,774	714	11,836
	INDUST.	14	1,946,925	119,110	8,508	139,066
	OTHER	28	231,305	29,355	1,048	8,261
	TOTAL	3,231	31,851,716	$ 1,979,828	$ 613	9,858

AUDITS SECTION
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ARKANSAS PUBLIC SERVICE COMMISSION

FORTY-EIGHTH
ANNUAL REPORT

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	CUSTOMERS		KWH SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. KWH PER CUSTOMER
NORTH ARK. ELEC. COOP.	RES.	18,077	178,600,473	$ 10,474,490	$ 579	9,880
	COMM.	966	19,407,901	1,031,114	1,067	20,091
	INDUST.	105	54,372,474	2,313,093	22,029	517,833
	OTHER	255	3,140,491	446,632	1,751	12,316
	TOTAL	19,403	255,521,339	$ 14,265,329	$ 735	13,169
OKLA. GAS & ELEC. CO.	RES.	42,919	411,636,000	$ 21,967,325	$ 512	9,591
	COMM.	6,100	347,770,000	15,336,185	2,514	57,011
	INDUST.	111	329,597,000	10,951,320	98,661	2,969,342
	OTHER	647	312,629,000	11,321,626	17,499	483,198
	TOTAL	49,777	1,401,632,000	$ 59,576,456	$ 1,197	28,158
OUACHITA ELEC. COOP.	RES.	6,256	50,253,564	$ 2,859,136	$ 457	8,033
	COMM.	662	12,482,199	764,106	1,154	18,855
	INDUST.	103	37,917,665	2,260,372	21,945	368,133
	OTHER	6	349,110	58,846	9,808	58,185
	TOTAL	7,027	101,002,538	$ 5,942,460	$ 846	14,373
OZARKS ELEC. COOP.	RES.	20,321	184,470,736	$ 10,236,284	$ 504	9,078
	COMM.	152	6,002,167	373,866	2,460	39,488
	INDUST.	100	55,408,835	2,820,626	28,206	554,088
	OTHER	112	8,481,590	562,330	5,021	75,728
	TOTAL	20,685	254,363,328	$ 13,993,106	$ 676	12,297

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CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY		CUSTOMERS	KWH SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. KWH PER CUSTOMER
PETIT JEAN ELEC. COOP.	RES.	10,934	83,655,983	$ 5,423,954	$ 496	7,651
	COMM.	826	11,591,615	687,045	832	14,033
	INDUST.	63	17,962,239	945,969	15,015	285,115
	OTHER	224	2,069,130	234,902	1,049	9,237
	TOTAL	12,047	115,278,967	$ 7,291,870	$ 605	9,569
RICELAND ELEC. COOP.	RES.	2,678	22,994,581	$ 1,295,414	$ 484	8,586
	IRRIGA.	615	13,078,439	1,132,803	1,842	21,266
	COMM.	141	1,618,148	106,072	752	11,476
	INDUST.	31	2,915,201	240,923	7,772	94,039
	OTHER	-0-	-0-	891	-0-	-0-
	TOTAL	3,465	40,606,369	$ 2,776,103	$ 801	11,719
RICH MTN. ELEC. COOP.	RES.	4,289	38,547,156	$ 2,391,499	$ 558	8,987
	COMM.	196	2,089,880	112,736	575	10,663
	INDUST.	52	3,183,830	219,679	4,225	61,228
	OTHER	-0-	-0-	16,295	-0-	-0-
	TOTAL	4,537	43,820,866	$ 2,740,209	$ 604	9,659
SO. CENTRAL ARK. ELEC. COOP.	RES.	6,543	50,572,988	$ 3,024,212	$ 462	7,729
	IRRIGA.	4	167,660	16,494	4,124	41,915
	COMM.	302	4,538,434	263,021	871	15,028
	INDUST.	40	41,092,380	1,622,512	40,563	1,027,310
	OTHER	6	111,352	26,682	4,447	18,559
	TOTAL	6,895	96,482,814	$ 4,952,921	$ 718	13,993

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CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	CUSTOMERS		KWH SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. KWH PER CUSTOMER
S.W. ARK. ELEC. COOP.	RES.	16,204	146,226,275	$ 8,342,187	$ 515	9,024
	IRRIGA.	45	1,082,318	84,044	1,868	24,052
	COMM.	1,150	19,667,389	973,749	847	17,102
	INDUST.	175	146,903,786	5,672,301	32,413	839,450
	OTHER	10	327,798	85,057	8,506	32,780
	TOTAL	17,584	314,207,566	$ 15,157,338	$ 862	17,869
SOUTHWESTERN ELEC. POWER	RES.	60,908	489,586,554	$ 22,048,438	$ 362	8,038
	COMM.	8,680	376,184,747	14,877,854	1,714	43,339
	INDUST.	840	878,929,422	25,787,956	30,700	1,046,345
	OTHER	576	738,101,373	22,326,147	38,761	1,281,426
	TOTAL	71,004	2,482,802,096	$ 85,040,395	$ 1,198	34,967
WOODRUFF ELEC. COOP.	RES.	12,929	119,852,845	$ 7,192,780	$ 556	9,270
	IRRIGA.	2,541	45,309,058	3,324,941	1,309	17,831
	COMM.	615	12,321,990	749,534	1,219	20,036
	INDUST.	63	50,062,688	2,108,411	33,467	794,646
	OTHER	6	111,530	167,277	27,880	18,588
	TOTAL	16,154	227,658,111	$ 13,542,943	$ 838	14,093
TOTALS		880,772	33,251,726,671	$1,392,086,686	$ 1,581	37,753

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GAS COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1981

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV./INVEST.
ARKLA GAS CO.	$ 367,051,494	$ 591,361,738	161.11%
ARKANSAS OKLAHOMA GAS CO.	21,915,582	27,492,552	125.48
ARKANSAS WESTERN GAS CO.	57,559,786	48,640,203	84.50
ASSOCIATED NATURAL GAS CO.	13,015,425	13,451,159	103.35
LOUISIANA-NEVADA TRANSIT CO.	1,426,465	3,072,407	215.39
MANSFIELD GAS, INC.	284,635	172,640	60.65
UNION GAS COMPANY OF ARK.	1,481,068	761,284	51.40
TOTALS	$ 462,734,455	$ 684,951,983	148.02%

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GAS COMPANIES - ARKANSAS ONLY
CUSTOMERS; MCF SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1981

COMPANY	CUSTOMERS		MCF SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. MCF PER CUSTOMER
ARKLA GAS COMPANY	RES.	328,733	31,390,915	$ 92,982,926	$ 283	95
	COMM.	40,114	20,202,590	56,066,801	1,398	504
	INDUST.	1,275	152,664,436	430,598,433	337,724	119,737
	OTHER	7	2,445,155	11,713,578	1,673,368	349,308
	TOTAL	370,129	206,703,096	$591,361,738	$ 1,598	558
ARKANSAS OKLAHOMA GAS CO.	RES.	35,037	3,471,828	$ 10,215,319	$ 292	99
	COMM.	4,582	2,595,699	7,374,026	1,609	567
	INDUST.	62	3,489,338	8,694,455	140,233	56,280
	OTHER	12	441,279	1,208,752	100,729	36,773
	TOTAL	39,693	9,998,144	$ 27,492,552	$ 693	252
ARKANSAS WESTERN GAS CO.	RES.	61,048	5,795,094	$ 18,608,294	$ 305	95
	COMM.	9,065	4,082,045	11,687,347	1,289	450
	INDUST.	268	6,483,572	16,926,191	63,157	24,192
	OTHER	1	25,221	1,418,371	1,418,371	25,221
	TOTAL	70,382	16,385,932	$ 48,640,203	$ 691	233
ASSOCIATED NATURAL GAS CO.	RES.	15,722	1,389,662	$ 5,555,832	$ 353	88
	COMM.	1,877	580,832	1,995,191	1,063	309
	INDUST.	48	1,689,656	5,833,590	121,533	35,201
	OTHER	57	12,315	66,546	1,167	216
	TOTAL	17,704	3,681,465	$ 13,451,159	$ 760	208

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GAS COMPANIES - ARKANSAS ONLY
CUSTOMERS; MCF SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1981

COMPANY	CUSTOMERS		MCF SOLD	REVENUES	AVG. REV. PER CUSTOMER	AVG. MCF PER CUSTOMER
LOUISIANA-NEVADA TRANSIT CO.	RES.	1,466	126,247	$ 290,818	$ 198	86
	COMM.	126	196,509	190,171	1,509	1,560
	INDUST.	1	2,412,028	1,818,156	1,818,156	2,412,028
	OTHER	13	1,023,873	773,262	59,482	78,759
	TOTAL	1,606	3,758,657	$ 3,072,407	$ 1,913	2,340
MANSFIELD GAS, INC.	RES.	621	45,498	$ 140,119	$ 226	73
	COMM.	58	11,651	31,731	547	201
	INDUST.	-0-	-0-	-0-	-0-	-0-
	OTHER	-0-	-0-	790	-0-	-0-
	TOTAL	679	57,149	$ 172,640	$ 254	84
UNION GAS COMPANY OF ARK.	RES.	1,709	148,507	$ 504,953	$ 295	87
	COMM.	282	79,663	238,697	846	282
	INDUST.	-0-	-0-	-0-	-0-	-0-
	OTHER	10	6,084	17,634	1,763	608
	TOTAL	2,001	234,254	$ 761,284	$ 380	117
TOTALS		502,194	240,818,697	$684,951,983	$ 1,364	480

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WATER AND SEWER COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1981

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV./INVEST.
ARKANSAS COMMUNITIES, INC. (DIAMONDHEAD)	$ 711,198	$ 127,975	17.99%
GENERAL WATERWORKS OF PINE BLUFF, INC.	12,734,713	3,510,926	27.57
ISLAND WATERWORKS COMPANY	8,531	5,350	62.71
OZARK WATERWORKS, INC.	585,679	13,794	2.36
PULASKI SEWER CORPORATION	422,774	88,277	20.88
QUAPAW WATER COMPANY	4,008,577	316,484	7.90
RUSSELLVILLE WATER CO.	6,021,046	1,329,765	22.09
SHUMAKER PUB. SERV. - WATER	410,512	131,225	31.97
SHUMAKER PUB. SERV. - SEWER	154,452	35,669	23.09
64-71 HIGHWAY WATER CO.	212,431	69,028	32.49
SPRINGHILL WATER & SEWER	205,017	44,788	21.85
SPRINGHILL WATER & SEWER	205,017	23,760	11.59
SWANSON, J. W., INC. (KINGSWOOD ESTATES)	19,459	6,249	32.11
TOTALS	$ 25,699,406	$ 5,703,290	22.19%

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WATER AND SEWER COMPANIES - ARKANSAS ONLY
CUSTOMERS; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1981

COMPANY	SALES/TYPE	CUSTOMERS	REVENUES	AVERAGE REV. PER CUSTOMER
ARKANSAS COMMUNITIES, INC. (DIAMONDHEAD)	METERED-GEN. CUSTOMERS	-0-	$ -0-	$ -0-
	FLAT RATE-GEN. CUSTOMERS	2,500	126,610	51
	ALL OTHER	-0-	1,365	-0-
	TOTAL	2,500	$ 127,975	$ 51
GENERAL WATERWORKS OF PINE BLUFF, INC.	METERED-GEN. CUSTOMERS	20,111	$ 3,036,817	$ 151
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	277	474,109	1,712
	TOTAL	20,388	$ 3,510,926	$ 172
ISLAND WATERWORKS CO.	METERED-GEN. CUSTOMERS	-0-	$ -0-	$ -0-
	FLAT RATE-GEN. CUSTOMERS	38	5,350	141
	ALL OTHER	-0-	-0-	-0-
	TOTAL	38	$ 5,350	$ 141
OZARK WATERWORKS, INC.	METERED-GEN. CUSTOMERS	-0-	$ -0-	$ -0-
	FLAT RATE-GEN. CUSTOMERS	344	13,524	39
	ALL OTHER	-0-	270	-0-
	TOTAL	344	$ 13,794	$ 40

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WATER AND SEWER COMPANIES - ARKANSAS ONLY
CUSTOMERS; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1981

COMPANY	SALES/TYPE	CUSTOMERS	REVENUES	AVERAGE REV. PER CUSTOMER
PULASKI SEWER CORPORATION	RESIDENTIAL	459	$ 52,527	$ 114
	COMMERCIAL	28	35,450	1,230
	INDUSTRIAL	-0-	-0-	-0-
	OTHER	-0-	300	-0-
	TOTAL	487	$ 88,277	$ 181
QUAPAW WATER COMPANY	METERED-GEN. CUSTOMERS	2,414	$ 224,451	$ 93
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	14	92,033	6,574
	TOTAL	2,428	$ 316,484	$ 130
RUSSELLVILLE WATER CO.	METERED-GEN. CUSTOMERS	6,297	$ 1,211,507	$ 192
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	114	118,258	1,037
	TOTAL	6,411	$ 1,329,765	$ 207
SHUMAKER PUB. SERV. (WATER)	METERED-GEN. CUSTOMERS	308	$ 67,926	$ 221
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	25	63,299	2,532
	TOTAL	333	$ 131,225	$ 394
SHUMAKER PUB. SERV. (SEWER)	RESIDENTIAL	255	$ 12,054	$ 47
	COMMERCIAL	19	12,259	645
	INDUSTRIAL	12	11,356	946
	OTHER	-0-	-0-	-0-
	TOTAL	286	$ 35,669	$ 125

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WATER AND SEWER COMPANIES - ARKANSAS ONLY
CUSTOMERS; OTHER STATISTICS
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COMPANY	SALES/TYPE	CUSTOMERS	REVENUES	AVERAGE REV. PER CUSTOMER
64-71 HIGHWAY WATER CO.	METERED-GEN. CUSTOMERS	518	$ 62,273	$ 120
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	-0-	6,755	-0-
	TOTAL	518	$ 69,028	$ 133
SPRINGHILL WATER & SEWER	METERED-GEN. CUSTOMERS	198	$ 44,788	$ 226
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	-0-	-0-	-0-
	TOTAL	198	$ 44,788	$ 226
SPRINGHILL WATER & SEWER	RESIDENTIAL	198	$ 23,760	$ 120
	COMMERCIAL	-0-	-0-	-0-
	INDUSTRIAL	-0-	-0-	-0-
	OTHER	-0-	-0-	-0-
	TOTAL	198	$ 23,760	$ 120
SWANSON, J. W., INC.	METERED-GEN. CUSTOMERS	44	$ 6,249	$ 142
	FLAT RATE-GEN. CUSTOMERS	-0-	-0-	-0-
	ALL OTHER	-0-	-0-	-0-
	TOTAL	44	$ 6,249	$ 142
TOTALS		34,173	$ 5,703,290	$ 167

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TELEPHONE COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT: OPERATING REVENUES
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COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV./INVEST.
ALLIED TEL. CO. OF ARK.	$ 68,051,214	$ 19,050,429	27.99%
ALLIED UTILITIES CORP.	9,017,564	2,644,808	29.33
ARKANSAS TELEPHONE CO.	7,918,372	1,039,611	13.13
BOONE COUNTY TELEPHONE CO.	24,969,684	7,005,339	28.06
CADDOAN TELEPHONE CO.	147,739	102,117	69.12
CENTRAL ARK. TEL. COOP.	3,515,742	561,094	15.96
CLEVELAND COUNTY TEL. CO.	1,254,153	539,121	42.99
CONTINENTAL TEL. CO. OF ARK.	79,331,823	40,952,064	51.62
CONTINENTAL TEL. CO. OF MO.	1,069,362	574,699	53.74
DECATUR TELEPHONE CO.	867,742	304,893	35.14
GEN. TEL. CO. OF THE S.W.	116,472,411	44,562,487	38.26
LAVACA TELEPHONE CO.	1,061,143	278,184	26.22
LIBERTY TEL. & COMMUNICATIONS	11,905,266	3,774,149	31.70
LIBERTY TELEPHONE CO.	7,266,605	1,630,116	22.43
MADISON COUNTY TEL. CO.	3,475,574	871,986	25.09
MAGAZINE TEL. CO.	626,139	137,947	22.03
MOUNTAIN HOME TEL. CO.	16,772,007	4,850,627	28.92
MOUNTAIN VIEW TEL. CO.	3,005,300	1,374,693	45.74
NORTHERN ARK. TEL. CO.	5,189,436	1,828,092	35.23
PERCO TELEPHONE CO.	3,443,775	814,663	23.66
PRAIRIE GROVE TEL. CO.	6,136,727	1,599,537	26.06
REDFIELD TELEPHONE CO.	801,209	334,920	41.80
RICE BELT TEL. CO.	1,277,599	374,010	29.27
E. RITTER TELEPHONE CO.	6,432,641	1,791,945	27.86
SOUTH ARKANSAS TEL. CO.	5,110,347	1,157,295	22.65
SOUTHWEST ARK. TEL. COOP.	8,294,013	1,460,982	17.61
SOUTHWESTERN BELL TEL. CO.	1,138,502,599	456,711,418	40.12
TRI-COUNTY TELEPHONE CO.	9,117,944	1,389,617	15.24
UNION TELEPHONE CO., INC.	1,252,592	287,440	22.95
UNITED TEL. CO. OF ARK.	18,776,883	6,826,330	36.35
WALNUT HILL TELEPHONE CO.	5,054,436	1,412,953	27.95
WHITE RIVER TELEPHONE CO.	5,428,507	1,228,520	22.63
WICKES TELEPHONE CO.	3,988,154	743,909	18.65
YELCOT TELEPHONE CO.	4,334,362	1,162,979	26.83
YELL COUNTY TELEPHONE CO.	6,444,006	1,424,701	22.11
TOTALS	$1,586,313,070	$ 610,803,675	38.50%

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TELEPHONE COMPANIES - ARKANSAS ONLY
MAIN STATIONS
YEAR ENDED DECEMBER 31, 1981

COMPANY	MAIN STATIONS	
ALLIED TEL. CO. OF ARK.	BUSINESS	36,025
	RESIDENTIAL & RURAL	5,204
	TOTAL	41,229
ALLIED UTILITIES CORP.	BUSINESS	1,473
	RESIDENTIAL & RURAL	4,652
	TOTAL	6,125
ARKANSAS TELEPHONE CO.	BUSINESS	533
	RESIDENTIAL & RURAL	3,474
	TOTAL	4,007
BOONE COUNTY TELEPHONE CO.	BUSINESS	1,913
	RESIDENTIAL & RURAL	6,667
	TOTAL	8,580
CADDOAN TELEPHONE CO.	BUSINESS	7
	RESIDENTIAL & RURAL	240
	TOTAL	247
CENTRAL ARK. TEL. COOP.	BUSINESS	109
	RESIDENTIAL & RURAL	1,644
	TOTAL	1,753
CLEVELAND COUNTY TEL. CO.	BUSINESS	156
	RESIDENTIAL & RURAL	1,992
	TOTAL	2,148
CONTINENTAL TEL. CO. OF ARK.	BUSINESS	4,282
	RESIDENTIAL & RURAL	46,117
	TOTAL	50,459
CONTINENTAL TEL. CO. OF MO.	BUSINESS	122
	RESIDENTIAL & RURAL	768
	TOTAL	890

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TELEPHONE COMPANIES - ARKANSAS ONLY
MAIN STATIONS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	MAIN STATIONS	
DECATUR TELEPHONE CO.	BUSINESS	133
	RESIDENTIAL & RURAL	520
	TOTAL	653
GEN. TEL. CO. OF THE S.W.	BUSINESS	9,751
	RESIDENTIAL & RURAL	52,210
	TOTAL	61,961
LAVACA TELEPHONE CO.	BUSINESS	102
	RESIDENTIAL & RURAL	852
	TOTAL	954
LIBERTY TEL. & COMMUNICATIONS	BUSINESS	538
	RESIDENTIAL & RURAL	6,404
	TOTAL	6,942
LIBERTY TELEPHONE CO.	BUSINESS	397
	RESIDENTIAL & RURAL	4,023
	TOTAL	4,420
MADISON COUNTY TEL. CO.	BUSINESS	444
	RESIDENTIAL & RURAL	1,890
	TOTAL	2,334
MAGAZINE TEL. CO.	BUSINESS	47
	RESIDENTIAL & RURAL	622
	TOTAL	669
MOUNTAIN HOME TEL. CO.	BUSINESS	1,546
	RESIDENTIAL & RURAL	9,855
	TOTAL	11,401
MOUNTAIN VIEW TEL. CO.	BUSINESS	582
	RESIDENTIAL & RURAL	2,865
	TOTAL	3,447

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TELEPHONE COMPANIES - ARKANSAS ONLY
MAIN STATIONS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	MAIN STATIONS	
NORTHERN ARK. TEL. CO.	BUSINESS	389
	RESIDENTIAL & RURAL	3,625
	TOTAL	4,014
PERCO TELEPHONE CO.	BUSINESS	242
	RESIDENTIAL & RURAL	2,178
	TOTAL	2,420
PRAIRIE GROVE TEL. CO.	BUSINESS	352
	RESIDENTIAL & RURAL	4,812
	TOTAL	5,164
REDFIELD TELEPHONE CO.	BUSINESS	122
	RESIDENTIAL & RURAL	888
	TOTAL	1,010
RICE BELT TEL. CO.	BUSINESS	249
	RESIDENTIAL & RURAL	832
	TOTAL	1,081
E. RITTER TELEPHONE CO.	BUSINESS	487
	RESIDENTIAL & RURAL	3,391
	TOTAL	3,878
SOUTH ARKANSAS TEL. CO.	BUSINESS	389
	RESIDENTIAL & RURAL	2,382
	TOTAL	2,771
SOUTHWEST ARK. TEL. COOP.	BUSINESS	261
	RESIDENTIAL & RURAL	3,588
	TOTAL	3,849
SOUTHWESTERN BELL TEL. CO.	BUSINESS	101,959
	RESIDENTIAL & RURAL	470,716
	TOTAL	572,675
TRI-COUNTY TELEPHONE CO.	BUSINESS	350
	RESIDENTIAL & RURAL	3,785
	TOTAL	4,135

ARKANSAS PUBLIC SERVICE COMMISSION

FORTY-EIGHTH
ANNUAL REPORT

TELEPHONE COMPANIES - ARKANSAS ONLY
MAIN STATIONS (CONT'D)
YEAR ENDED DECEMBER 31, 1981

COMPANY	MAIN STATIONS	
UNION TELEPHONE CO., INC.	BUSINESS	64
	RESIDENTIAL & RURAL	496
	TOTAL	560
UNITED TEL. CO. OF ARK.	BUSINESS	2,125
	RESIDENTIAL & RURAL	12,256
	TOTAL	14,381
WALNUT HILL TELEPHONE CO.	BUSINESS	428
	RESIDENTIAL & RURAL	3,518
	TOTAL	3,946
WHITE RIVER TELEPHONE CO.	BUSINESS	254
	RESIDENTIAL & RURAL	2,845
	TOTAL	3,099
WICKES TELEPHONE CO.	BUSINESS	250
	RESIDENTIAL & RURAL	2,063
	TOTAL	2,313
YELCOT TELEPHONE CO.	BUSINESS	383
	RESIDENTIAL & RURAL	1,850
	TOTAL	2,233
YELL COUNTY TELEPHONE CO.	BUSINESS	453
	RESIDENTIAL & RURAL	3,217
	TOTAL	3,670
TOTAL MAIN STATIONS IN ARKANSAS		839,418